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## Georgia Public Service Commission

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June 27, 2013

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Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2012 through May 31, 2013  
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Georgia Public Service Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818, is under contract with the State of Georgia to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Georgia. Georgia's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- CA Hung Up on Caller
- Miscellaneous Service Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Georgia Relay has received a total of 10 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2012 through May 31, 2013.

Please feel free to contact me at 404-656-0995 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Michael Russell  
TRS Coordinator

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## Georgia Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
48350	6/7/2012		Kim	Kim	Customer stated that they are not able to place long distance calls through the relay.	6/7/2012	Customer Service apologized and stated the information would be forwarded to the technical department. The technical department discovered that the calls were not being allowed by the provider, due to non payment by the customer. Customer Service advised the customer to contact their telephone provider. Customer understood.	External Complaints - Miscellaneous
48354	6/7/2012		Kim	Kim	Customer stated that they are not able to place long distance calls through the relay.	6/7/2012	Customer Service apologized and stated the information would be forwarded to the technical department. The technical department discovered that the calls were not being allowed by the provider, due to non payment by the customer. Customer Service advised the customer to contact their telephone provider. Customer understood.	External Complaints - Miscellaneous
48356	6/7/2012		Kim	Kim	Customer stated that the CA did not provide their CA number.	6/7/2012	Customer Service apologized and stated the information would be forwarded to the technical department to identify the CA number. The technical department was unable to locate the call as described by the customer, so the CA was not identified or counseled.	Service Complaints - Miscellaneous
48357	6/7/2012		Kim	Kim	Customer stated that the CA did not provide their CA number.	6/7/2012	Customer Service apologized and forwarded the information to the technical department. The technical department verified that the CA that placed all calls for the customer, did provide their CA number.	Service Complaints - Miscellaneous
48358	6/7/2012		Kim	Kim	Customer stated that every time they try to call long distance through the relay their call never goes through. Customer Service informed customer that we would have the technical department look into it and see what was happening when she is trying to place a call.	6/7/2012	Customer Service informed customer that we would have the technical department look into it and see what was happening when she is trying to place a call. Customer called into relay and customer Service watched call as it was processed. All long distance calls go straight to a recording stating that this phone line has a past due amount. Due to the customer's past due amount with phone company, long distance calls are being blocked by the phone company from the customers phone number. Advised customer of the issue and asked them to contact their phone provider to resolve it.	External Complaints - Miscellaneous
49571	6/26/2012		Richard	Richard	Customer stated that they are receiving bills from different relay providers charging them for making relay calls.	6/26/2012	Customer Service apologized and stated the relay was a free service. Customer Service also informed customer that the only calls that are billed through the relay are long distance calls. Customer Service further explained that the relay does not handle the billing of long distance calling, that this occurs with their provider. Customer understood.	External Complaints - Miscellaneous
51031	7/17/2012	5155	Kim	Kim	Customer stated the CA hung up on them.	7/17/2012	Customer Service apologized and stated there had been a technical issue, which resulted in call being disconnected. Issue was resolved and customer was satisfied.	Service Complaints - CA Hung Up on Caller

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## Georgia Relay 2013 FCC Complaint Report 6/1/2012 to 5/31/2013

Record ID	Inquire Date	CA nbr	Call taken by	Responded by	Inquiry	Resolution Date	Resolution	Category
56658	9/11/2012	5053	Kim	Kim	Customer requested the CA retype information from the call that was placed previously.	9/11/2012	Customer Service explained that the information was no longer available for the CA to retype. Customer became upset and hung up.	Service Complaints - Miscellaneous
57342	9/20/2012	5245	Kim	Kim	Customer stated whenever they request their long distance provider of Comcast, they are transferred to Customer Service.	9/20/2012	Customer Service apologized and offered an update to the customer's profile. Customer refused at this time.	Service Complaints - Miscellaneous
57346	9/20/2012		Kim	Kim	Customer stated that the CAs are not changing the long distance carrier when requested. Customer stated that they have received a bill from an incorrect carrier.	9/20/2012	Customer Service apologized and requested a copy of the bill for possible reimbursement. Customer Service provided the mailing address to the customer and has not received the copy of the bill at this time.	Service Complaints - Miscellaneous

## Georgia CapTel FCC Complaint Report 6/1/2012 to 5/31/2013

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
349052	8/11/2012 1:54 PM	Phone	Billing	N/A	Customer's son reported that the customer is being billed long distance for a local call.	After extensive investigation, CSR found that customer was incorrectly registered with the wrong PIC code. CSR updated customer's registration accordingly to reflect the correct code.	8/15/2012 7:58 PM	Over 48 hours	JA
405291	04/19/2013 03:02PM	CapTel	Service	3888	Customer called to report poor captions on a previous CapTel call.	Customer shared feedback regarding accuracy of captions and provided specific call data. CSR apologized for incidence and thanked customer for the feedback. CSR presented call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	04/22/2013 11:14AM	Over 48 hours	KW
405697	04/22/2013 10:37AM	CapTel	Billing	N/A	Customer reported incorrect long distance charges from telephone company.	CSR advised customer's son to confirm correct PIC code with telephone company and contact CapTel Customer Service so CSR can update customer's registration.	04/29/2013 10:42AM	Over 48 hours	LV